

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



NCR Corporation Docket No. 9378

In re application of: FRAZIER, D.

Serial No. 09/943,708

Filed: August 31, 2001

For: IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER IDENTIFICATION AND SERVICE-TIME MEASUREMENT

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated as shown below:

**CLAIMS AS AMENDED**

FOR	Claims Remaining After Amendment		Highest Number Previously Paid For	Extra Present	Rate	Additional Fee
Total Claims	35	-	41	0 X	\$ 50 =	\$ 0
Independent Claims	4	-	5	0 X	\$ 200 =	\$ 0
Total additional fee for this amendment ----->						\$ 0

The attached reply authorizes the office to charge any necessary fees, including fees for extensions of time, to Deposit Account No. 50-1673 of NCR Corporation (the assignee of the present application). A Duplicate of this paper is enclosed.

Respectfully,

John D. Cowart  
Reg. No. 38,415

**CERTIFICATION OF MAILING UNDER 37 CFR 1.8**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on

1-20-2005

By: Sallie Spicer  
Name: Sallie Spicer



JFW P.01/12

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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Docket No. 9378

John D. Frazier, et al.

Group Art Unit: 3671

Application No.: 09/943,708

Examiner: Pezzuto, Robert Eric

Filed: 8/31/2001

For: IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER IDENTIFICATION AND SERVICE-TIME MEASUREMENT

Commissioner for Patents  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

REPLY TO ACTION DATED SEPTEMBER 20, 2004

This is a reply to the Office action dated September 20, 2004, in this application.  
 Applicant asks the Office to reconsider this application.

A Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 10 of this paper.

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313, on

1-20-2005 Sallie Spicer  
 Date Sallie Spicer